City of San Antonio
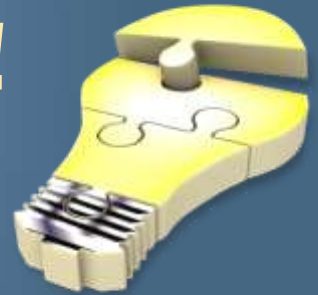
All Paws on Deck!
Drastically Improving
Animal Care Services

What Causes Innovation?

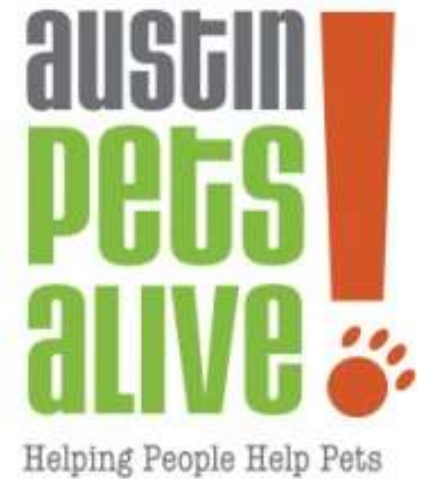| 864,000	153,000	34,946
Bexar County Animal Population	San Antonio Stray Estimated Population	Animals taken in to ACS in FY 2012

Conflicting Voices
Who are you listening to?

Best Practices and Research

Listening to the Right People
Developing a Balanced Approach

Enhanced Enforcement
- Faster response to priority calls
- Better enforcement of existing codes
- New codes to address current challenges

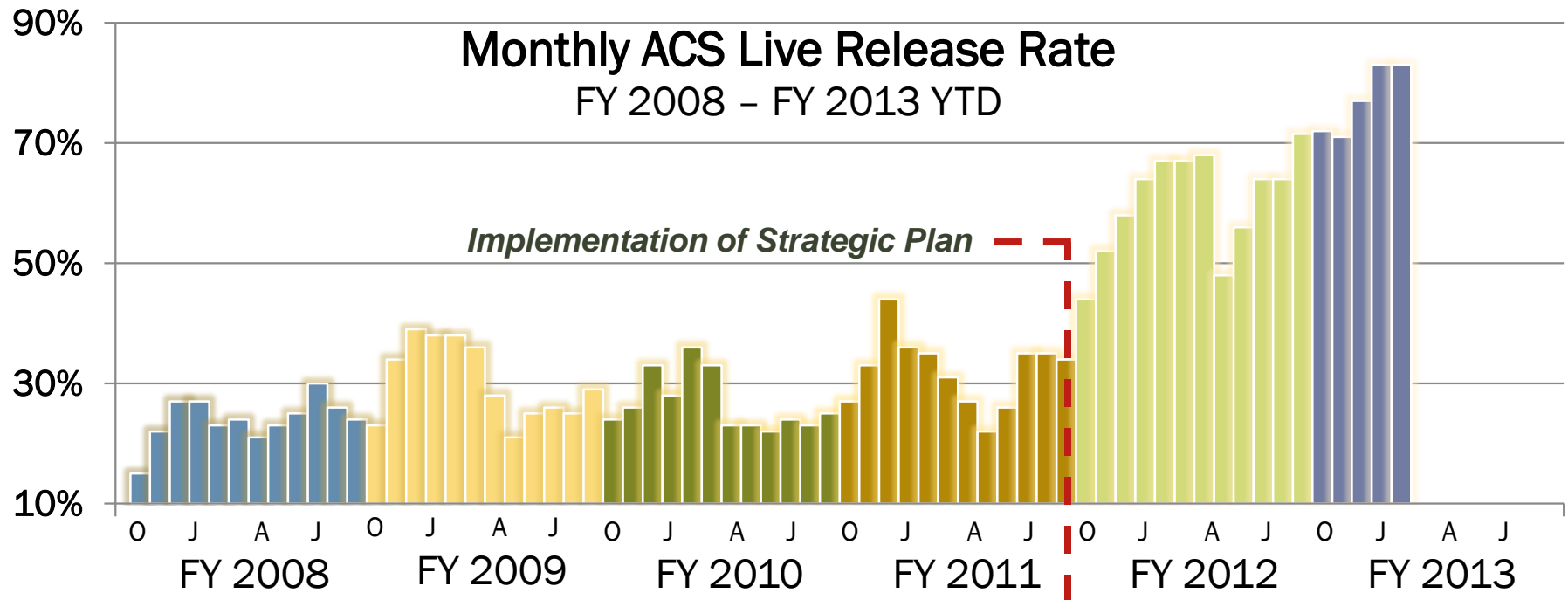### Controlling the Stray Population
- Trap, Neuter and Return (TNR)
- Spay/Neuter Partners

Increasing Live Release Rate
- High Volume Pet Partner
- Adoption, Rescue, Return to Owner

Results

Monthly ACS Live Release Rate
FY 2008 – FY 2013 YTD

Implementation of Strategic Plan

In 1.5 years since implementation of Strategic Plan, ACS has over doubled its Live Release rate while increasing capacity by over 20%
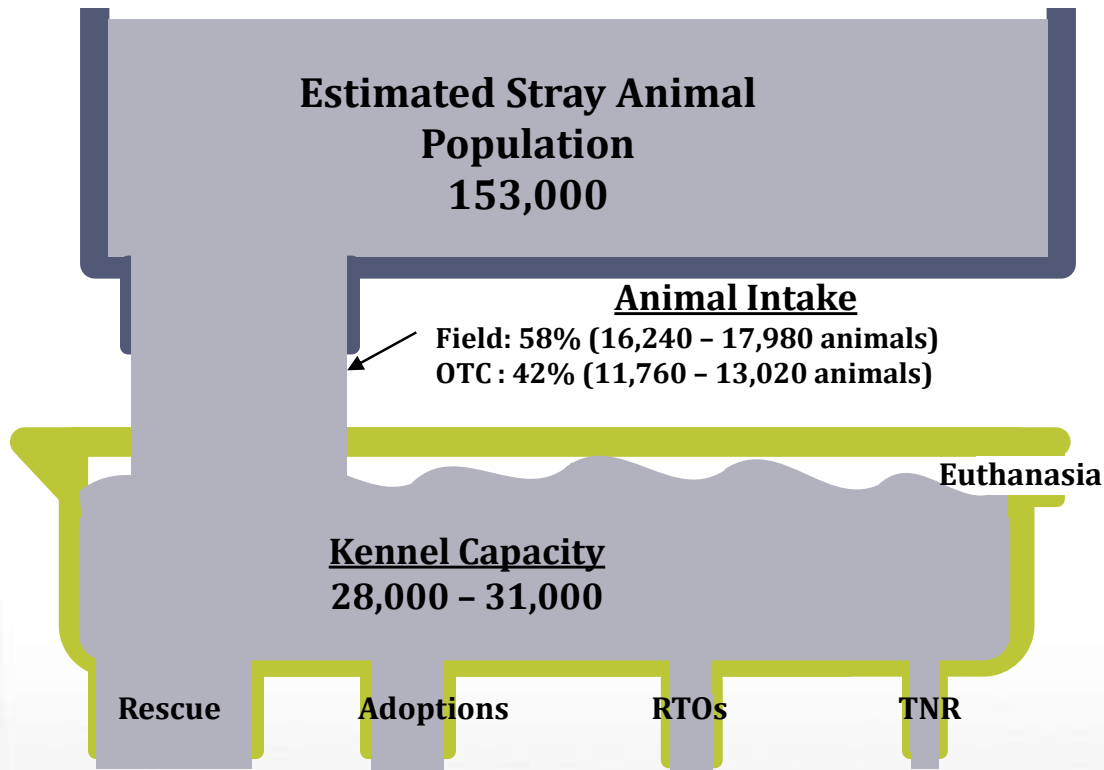
Placement of Missing Pieces

Community Partnership

San Antonio Animal Care Services (center), surrounded by:
- San Antonio Pets Alive!
- University of Texas at San Antonio
- Best Friends & PetSmart
- PetCo
- San Antonio Area Foundation
- 5 Local Spay & Neuter Partners
- San Antonio Humane Society
- Over 500 Local Volunteers
- Over 300+ local Rescue & Foster Partners
- Animal Defense League
- ACS Advisory Board
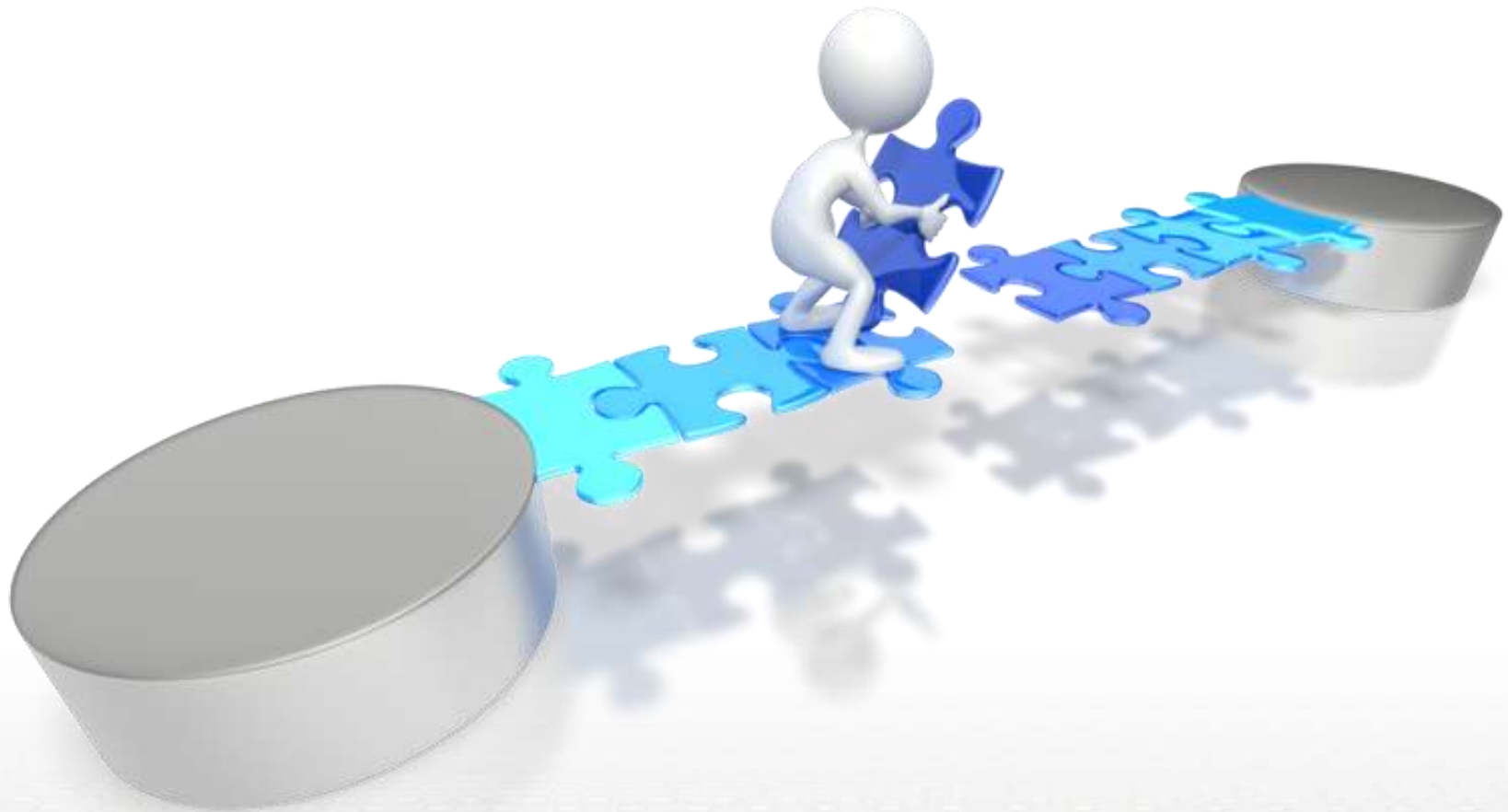
Community Partnership is more than community engagement. Engagement seeks input and keep people informed. *Partnership requires community to participate in solution*

Improved Process

Estimated Stray Animal Population
153,000

Animal Intake
Field: 58% (16,240 – 17,980 animals)
OTC : 42% (11,760 – 13,020 animals)

Euthanasia

Kennel Capacity
28,000 – 31,000

Rescue   Adoptions   RTOs   TNR

Focus on the process, not the drama

- Requires the collection and understanding of data

- Requires effective management, staff training, data focus decision making, and understanding where the "bottlenecks" in the system are.

- Lead to ACS's stray hold agreements & improved surgery process which increased capacity by 4,000

Improved Enforcement

Prioritized and dispatched calls into 5 categories: Ensures essential calls are responded to quickly despite limited resources.

Converted mentality from dog catcher to investigator: Spending 15 – 20 additional minutes investigating in field per call, an officer can prevent a dog from entering "the system"

Community Spay/Neuter

- Increasing spay/neuter services in an effective way provides long term solutions

  - GIS technology can be used to target existing and available resources

  - ACS's Trap Neuter and Return (TNR) program increased cat Live Release rate from 24% in FY 2011 to 81% in FY 2013 YTD

TRAP
1

RETURN
3

2
NEUTER
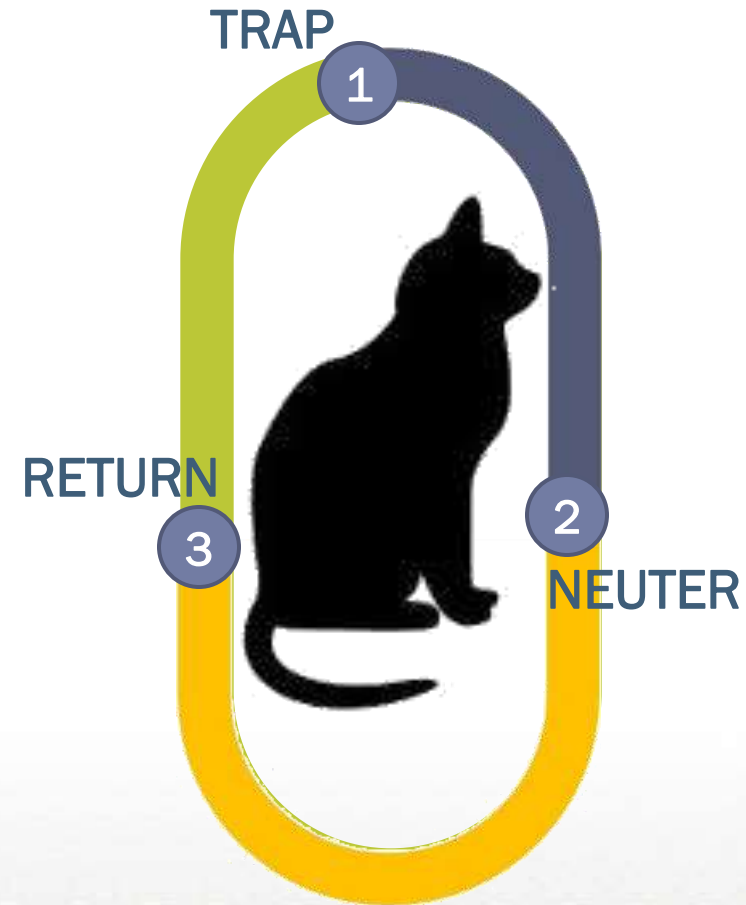
Conclusion

- Finding the missing pieces rather than increasing our existing pieces are what lead to our recent success. This includes:
    - Increased live outcomes
    - Increased capacity
    - Improved transparency
    - Improved working conditions
    - Use of data to build upon prior successes

Questions?